

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Application) Application No. C-2112/PI-30
the Commission, on its own motion,)
to conduct an investigation into) ORDER ISSUING FINDINGS
specific areas of concern in the)
provisioning of payphones in the)
state of Nebraska.) Entered: February 21, 2001

BY THE COMMISSION:

On August 31, 1999, the Commission opened this docket to investigate various issues related to the provisioning of payphones in the state. Comments were requested and filed in February 2000 on issues of technical requirements in the provisioning of payphones and on pricing issues. Upon examination of the comments, the Commission focused its investigation on the relationship of Qwest and ALLTEL with its wholesale payphone customers and on the specific technical and pricing issues that were raised.

The technical issues which the Commission examined included tonal requirements, such as situational information tones (SIT), fast-busy tones, secondary dial tones and cut-off-on-disconnect tones. Upon agreement of all the parties who participated in the proceedings, and with the concurrence of the Commission, it was decided that technical issues between Qwest and ALLTEL with their wholesale payphone customers should be resolved in an agreement that encompass the following:

First, Qwest and ALLTEL agreed that they would designate a primary contact person for their respective wholesale payphone customers. By providing a designated primary contact person, the parties felt that the streamlined communication would be beneficial in identifying and resolving specific technical disputes. Both Qwest and ALLTEL have made such designations. It should be noted that in the short time period that has followed since the designation of a primary contact person, technical problems have been resolved more expeditiously.

Second, if any technical issues persist, the Commission's designated technician would be consulted to aid in problem identification and dispute resolution.

The Commission is requesting all local exchange providers to police their lines which have, over the course of business, been discontinued or disconnected. Based on conversations which we have had with payphone providers, the problem of discontinued and disconnected lines without a proper SIT creates a problem for end-users who are charged for calls to these non-working numbers. The Commission finds that local exchange carriers are voluntarily applying SITs on non-working numbers. However, the Commission reserves the right to take more stringent action if a pattern of noncompliance becomes evident.

The Commission also reserves the right to intervene should any of the parties fail to live up to the agreement of designating a primary technician and to commit to resolve identified technical problems promptly. Based on the cooperation of ALLTEL and Qwest as they relate to the technical issues that were raised by the wholesale telephone providers, the Commission finds that it can, and should, dismiss Qwest and ALLTEL from the docket as it specifically relates to the resolution of these technical issues.

Additionally, in regard to the pricing issues as they relate to ALLTEL and the payphone providers, the Commission finds that the agreement of ALLTEL to reduce the rate for Selective Class of Call Screening to \$2.50 per month effective March 1, 2001, meets with Commission approval and the Commission finds that it should dismiss ALLTEL from this investigation regarding pricing issues conditional upon the rate price reduction for Selective Class of Call Screening. In effect, this action dismisses ALLTEL from the investigation with both technical and pricing issues on track for resolution. The Commission encourages ALLTEL to continue to cooperate with its wholesale payphone customers in resolving issues regarding the provisioning of payphone service.

The Commission further notes that the investigation begun in this docket in regard to pricing issues will continue subject to the specific findings we have made in the order we enter today.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission the investigation commenced on the above listed issues in Docket No. C-2112/PI-30 should be, and are, dismissed as such investigation relates to ALLTEL.

MADE AND ENTERED in Lincoln, Nebraska on this 21st day of February, 2001.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Chairman

ATTEST:

Executive Director

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